

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Cole Vision Corporation - Knoxville

Tennessee Manufacturing Extension Partnership

TMEP Helps Cole Vision to Improve Employee Retention

Client Profile:

Cole Vision is a manufacturer of eye glass lenses. The company is part of a publicly held corporation, with headquarters outside the state. Cole Vision has two manufacturing locations in Knoxville, Tennessee, and employs a total of approximately 300 people. The company's sales are in the \$35-75 million range annually.

Situation:

Cole Vision wanted to upgrade the personnel management skills of its supervisors in order to reduce employee turnover and improve on other employee/supervisor issues. The company's Human Resources Manager, Ms. Sharon Tackett, felt that for such a program to be successful, outside assistance would be needed. Ms. Tackett contacted the Tennessee Manufacturing Extension Partnership (TMEP), a NIST MEP network affiliate, for assistance.

Solution:

TMEP's Field Consultant and Regional Manager, Mr. C.J. 'Jim' Slizewski, arranged for the services of HR professionals, University faculty and contracted third parties, to work with the company over an extended period to provide needed training and implementation assistance to the company's supervisors and managers. Among the topics covered in the training sessions were the following: Building Commitment Through Communication, Leadership Training, Train-The-Trainer, Achieving Results Through Leadership, Fundamental Managing, Supervisor Training, and Employee Retention. Through this program of training, mentoring, and coaching, Cole managers and supervisors became much more in tune with their managed employees, and much more effective managers.

Results:

- * Improved employee development and retention.
- * Reduced personnel costs by \$20,000 annually.
- * Produced a cost savings of approximately \$1 million annually due to employee retention.

Testimonial:

"TMEP training provided to supervisors helped in retaining employees."

Ms. Sharon Tackett, Human Resources Manager